

**PROGRAM
PERFORMANCE
GOALS**

The consortium must achieve the outcomes and key performance indicators as outlined in the Child Welfare Continuum of Care contract.

By October 1st of each fiscal year, the consortium chief administrator must conduct and submit an annual written assessment as required by licensing rule R400.12207(1). The written annual assessment must include topics noted in the licensing rule as well as the following:

- A review of the rule, policy, Implementation, Sustainability, and Exit Plan (ISEP) and contract (if applicable) non-compliance cited in the previous licensing inspection report. Analyze the cause of the repeat non-compliance to identify the barriers, gaps, etc. to the child placing agency.
- An assessment of the agency's Key Performance Indicators (KPIs) as reported in the Monthly Management Report (MMR). As capacity builds in the data warehouse, additional categories and metrics will be added to the management report, which will then be required in the written annual assessment.
- An assessment of outcomes as provided by MDHHS.
- Evaluation of the corrective action plan (CAP) required as a result of the most recent Division of Child Welfare Licensing inspection report; was there impact on obtaining compliance with the rule, policy, and ISEP or contract non-compliance. Note specific activities implemented to demonstrate improvement.

The annual written assessment must be submitted to the assigned Child Welfare Services and Support analyst by October 1st of each year.

**PERFORMANCE
AND FINANCIAL
MONITORING**

MDHHS has the responsibility to assure children and families receive intended services and provide clear expectations for practice and associated standards or promptness.

MDHHS Monitoring

MDHHS Division of Child Welfare Licensing will conduct at least annual contract, policy, and licensing compliance reviews.

MDHHS will complete required sub recipient monitoring activities as outlined in 2 CFR 200.331.

Consortium

The consortium must develop and implement policy and protocol for performance and financial monitoring of subcontractors and quality improvement process.

**TECHNICAL
ASSISTANCE**

MDHHS will provide technical assistance to the consortium, as needed.

**PROGRAM
IMPROVEMENT
PLAN
(PIP)/CORRECTIVE
ACTION PLAN (CAP)**

The consortium chief administrator must develop a written PIP/CAP to demonstrate improvement in any rule, policy, ISEP, contract (if applicable) and KPI non-compliances. PIPs/CAPs must include the following:

- Repeat violations must include an explanation of why the previous licensing corrective action plan did not result in compliance.
- Behaviorally specific and measurable action steps.
- Individuals directly responsible for implementing the action steps.
- Timeframes for implementation and completion.
- Plan for continuous monitoring using available data reports but not limited to:
 - The Monthly Management Report (MMR), InfoView and Book of Business (BOB). These tools should be noted in the PIP/CAP to monitor KPI improvement.

- The monthly caseload reports should be used to monitor caseload compliance.
- The monthly foster home licensing scorecards should be used to monitor the number and type of foster homes licensed year to date in accordance with the annual Adoptive/Foster Parent Recruitment and Retention Plan (AFPRR). Note: R400.12304 Recruitment and Retention requires an agency to have an ongoing foster home recruitment program to ensure an adequate number of suitable and qualified homes.

**PIP/CAP Semi-
Annual Updates**

The consortium will update the PIP/CAP semi-annually and submit the updates to the assigned MDHHS Child Welfare Services and Support analyst.

The MDHHS Child Welfare Services and Support analyst will review the semi-annual updates and identify trends and/or technical assistance needs. When technical assistance needs are identified, the MDHHS Child Welfare Services and Support analyst will engage with the consortium to identify next steps.